



Exchange Change

Complete review leads to changes in services, activities available to JSC, contractor employees

A “top to bottom” review by the NASA/JSC Exchange Council and the Employee Activities Association soon will lead to a number of changes in the services and activities provided for JSC and contractor employees.

The changes will involve small cost increases to employees for some activities, but also will improve the quality, variety and flexibility of services available.

Improvements that are in work include:

- Remodeling of the cafeterias to improve lighting, reduce noise and update the serving and seating areas at both cafeterias;
- Reopening the JSC Exchange Store in the Bldg. 3 cafeteria and broadening the inventory of store items;
- Increasing the choice and availability of event tickets offered through the stores;
- Opening up food service at the Gilruth Center to off-site commercial caterers and restaurants to broaden choices for groups planning events;
- Increasing the opportunities for organizations to use the Gilruth Center facilities for “pot luck” dinners;
- Providing contractor involvement and input through representation on the Exchange Council; and
- Adding new “heart healthy” items on the cafeteria menus.

Changes in services and fee structures that may affect individual employees include:

- Shortening lunch service at the cafeterias (closing at 1:30 p.m. instead of 2 p.m.);
- Moving from a mixed beverage liquor license to a beer and wine only liquor license at the Gilruth Center;
- Requiring an annual badge beginning Jan. 1, 1997, for all users of weight room, athletics, gymnasium and leisure training at the Gilruth (\$10 for civil service, contractors, retirees and their dependents, \$25 for outside team members and \$90 for weight room patrons);
- Moving to a single-fee structure for all team sports and raising fees to more closely

approximate what other area providers charge; and

- Pricing all EAA events to break even.

“We are committed to providing a broad array of cafeteria, catering, recreation, vending and store services for employees, but we just can’t afford to subsidize them as much as we have in the past,” said Harvey Hartman, JSC Director of Human Resources and chairman of the Exchange Council. “We just have to share the cost a little differently.”

The plans are being driven in part by a major change in Space Center Houston’s financial commitment to Exchange activities after its bond debt was restructured and in part by a need to address how the Exchange was meeting its customer needs.

When Space Center Houston was created, the elimination of the self-guided walking tours of JSC moved public sales from the Exchange Stores to Space Center Houston. In return, Space Center Houston provided the Exchange with a commitment for annual financial support. Last year, that amounted to \$600,000. When lower than anticipated attendance coupled with high debt service requirements led Space Center Houston to restructure its bond debt earlier this year, one of the out-

comes was that Space Center Houston’s contribution to the Exchange was reduced to \$100,000 a year, Hartman said.

In addition, changes in customer needs and the make-up of the NASA/contractor work force are altering the kinds of services and activities being sought. One specific activity affected by these changes was the

annual JSC picnic.

“We elected to move the JSC picnic to Astroworld a couple of years ago in part because fewer people were willing or able to volunteer their time to help put on a big event like this. That’s neither good nor bad, just a sign of the changing times. Incidentally, when we made the change our participation went up from 2,500 to nearly 4,000 NASA and

contractor employees,” Hartman said.

Teams of Exchange Council members and employees were established this past summer to look for economies in each of the council’s business operations, which include the cafeterias, the Gilruth Center, the Exchange business office, the EAA, and the store. Exchange Council management also

worked with the Center Operations Directorate to seek center support for maintenance and operations in selected areas. In addition, contractor organizations are being invited to contribute financial support to the Exchange activities since their employees also benefit from the wide variety of services offered.

The Exchange Council is appointed annually by the center director to manage employee services such as cafeterias, stores, recreation programs and vending services. The EAA acts as the representational arm of the Exchange and coordinates a variety of activities such as trips, dances and ticket sales. EAA representatives from each division-level organization provide input on employee needs and preferences. They also serve as a focal point to enlist volunteers to support activities.

“We’re very interested in effectively meeting the needs of all the members of our NASA team. I believe these changes will help us move in that direction,” Hartman said.

Anyone who would like more information or who has ideas on how to meet the current challenges is invited to contact Exchange Council members or their EAA representative. □

1996 Exchange Council		
Name	Membership	Phone Number
Harvey Hartman	chairman	x32358
Teresa Sullivan	operations manager	x38970
Curtis Collins	alternate manager	x33002
Daniel Remington	legal advisor	x31004
Debra Johnson	member	x34157
Gloria Demers	member	x30548
James Shannon	member	x32922
Lili Moore	member	x39022
Guy King	vice president	
	athletics, EAA	x38966
Richard Thorson	member	x30541
Ginger Gibson	president, EAA	x30596
John Beall	treasurer	x32101
Cynthia Draughon	secretary	x31098
Ann Patterson	executive	
	vice president, EAA	x33367
Lee Pagel	member	x47223
John Arnold	member	x34788
William Langdoc	member	x35970

Helpful Numbers	
Bldg. 3 cafeteria	x30240
Bldg. 11 cafeteria	x55029
Daily menu	x30241
Exchange Store	x35354
Ticket information	x35350
Gilruth Center Recreation	
Information	x30303
Catering, Room Reservations	x30326
Gym Office	x30304
Rainout hotline	x38655



Exchange Operations and the Employee Activities Association provide a variety of services to JSC employees, including banquet facilities, cafeteria services, conferences and sports and fitness facilities. From top to bottom, left to right: 1) JSC Director George Abbey, right, talks with Herbert Carter, keynote speaker during this

year’s Black History Month observance at the Gilruth Center. 2) Matt Abbott of the Flight Design and Dynamics Division redeems cafeteria coupons to Bea Lara, a Bldg. 11 cafeteria cashier, during a special promotion. 3) JSC employees crowd into the Gilruth Center gym during a computer expo.